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The Welsh Streets Neighbourhood Plan Survey

February 2003

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The Welsh Streets Neighbourhood Plan Survey

Issue and Revision Record

Rev	Date	Originator	Checker	Approver	Description
A	Feb 2003	C. Wurcbacher C. Wurcbacher	EJ	DGS	Report
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Summary

Mott MacDonald Merseyside Information Service was commissioned to carry out a survey in association with CHROME. The aim of the survey was to gather information about the opinions of tenants and owner occupiers living in the 'Welsh Streets' area of Liverpool 8 in relation to housing issues, housing aspirations, environmental issues and area improvements.

A census sample of the area was used and consisted of 1140 households. 380 interviews were successfully completed giving a response rate of 33.3%.

Section A: Environment and Community Issues

Table 1.1: A1. Percentage of respondents very satisfied or satisfied with the following…

	Frequency	Percentage	Valid respondents
The quality of your home	275	72.8	378
The public transport system for the area	266	71.7	371
The level of noise in the area	212	56.8	373
The amount of traffic in the area	203	55.1	368
The parking facilities in the area	179	53.0	338
The greenery and parks in the area	195	51.8	376
The quality of housing in the area	188	50.0	376
The adequacy of lighting in the area	156	42.3	369
The ease of access to shops and public buildings for disabled people in the area	133	39.0	341
The general appearance of the area	126	33.6	376
The cleanliness of the area	107	28.9	370
Services for the elderly in the area	91	25.0	363
Facilities for young people in the area	63	17.6	358

Table 1.2: A2. Percentage of respondents who agreed or strongly agreed with the following statements

	Frequency	Percentage	Valid respondents
The neighbourhood should be improved for local residents	355	94.7	375
Whether or not the area is improved, I intend to continue living in the INclude area	197	57.8	341
Unless the area is improved, I don't intend to continue living in the Include area	109	29.5	369
Whether or not the area is improved, I don't intend to continue living in the INclude area	45	14.4	314

- Respondents who agreed or strongly agreed with either of the following two statements were asked why they would like to move out of the area.
    - Unless the area is improved, I don't intend to continue living in the INclude area.
    - Whether or not the area is improved, I don't intend to continue living in the INclude area.

Figure 1.1: A3. Reasons to consider moving to an address outside of the INclude area.
Valid respondents 100

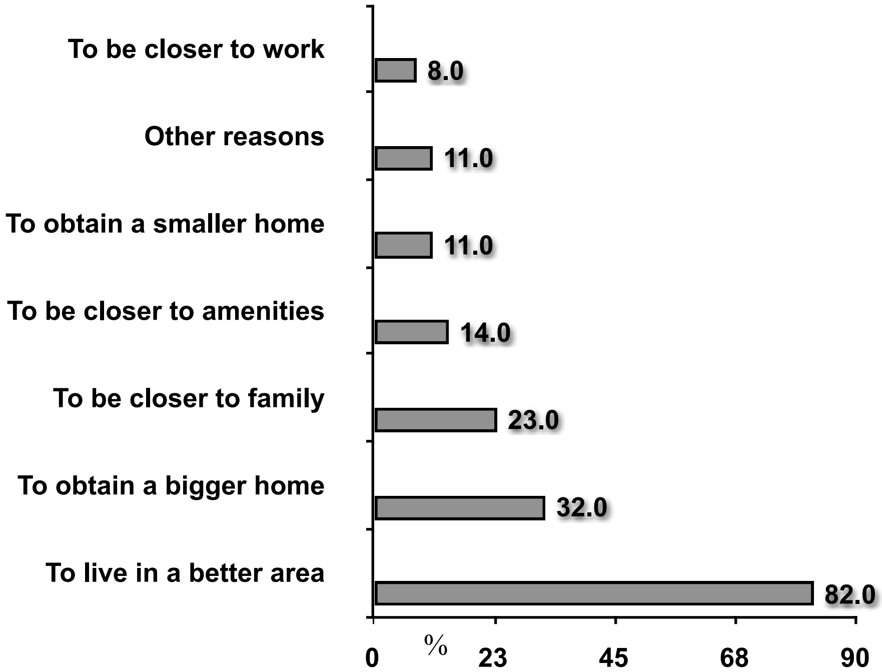
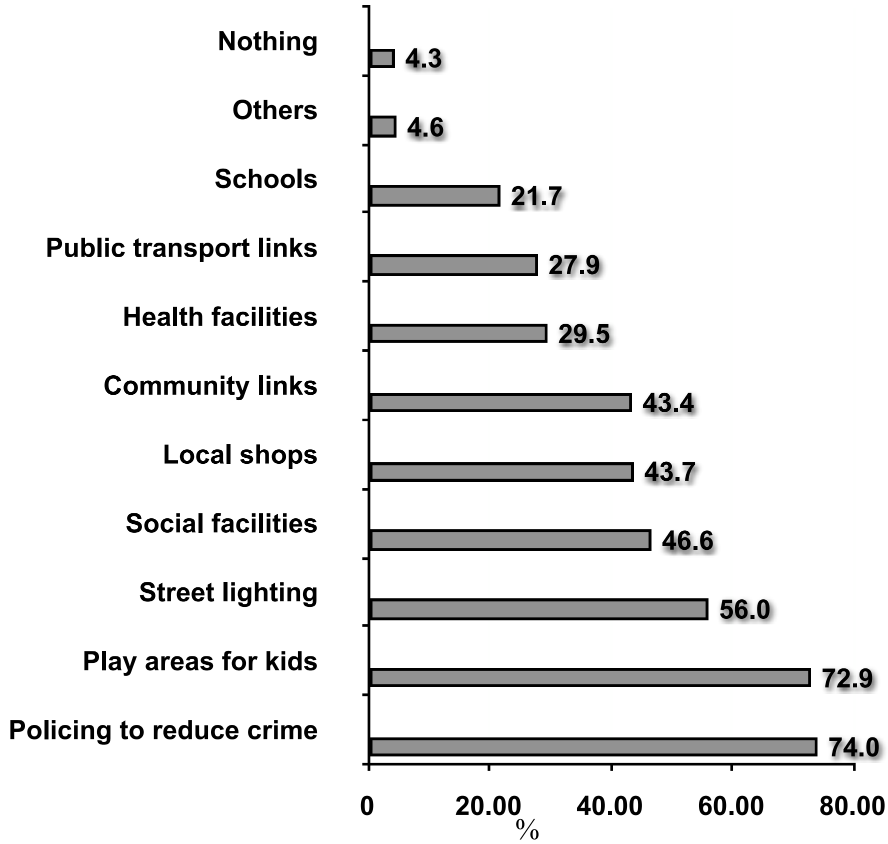


Figure 1.2: A4. What needs to be improved in order to develop this area? *Valid respondents 373*



Section B: Crime

Table 1.3: B1. Percentage of respondents who agreed or strongly agreed with the following statements…

	Frequency	Percentage	Valid respondents
I feel safe when I am alone at home during daylight	296	79.2	374
I feel safe when I walk alone in the street during daylight	258	69.5	371
I feel safe when I am alone at home when it is dark	240	63.8	376
It is safe to leave the car in the street when it is dark	110	40.4	272
When it is dark I feel safe walking alone in the street	130	35.7	364

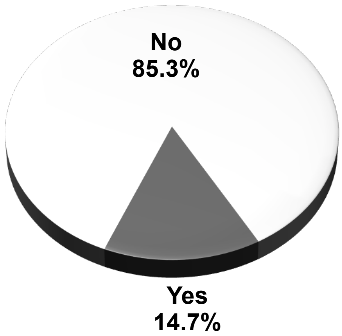
Table 1.4: B2. Percentage of respondents thinking the following have greatly increased or increased during the last 12 months.

	Frequency	Percentage	Valid respondents
Gangs of youths hanging about in the area	208	55.8	373
Car jacking in the area	124	33.5	370
The rate of house breaking in the area	119	31.9	373
Muggings in the area	110	29.3	375

- More than one in seven respondents (14.7%) had been a victim of crime in the area during the last 2 years.

Figure 1.3: B3. During the last two years have you been a victim of crime in this area? *Valid respondents 373*

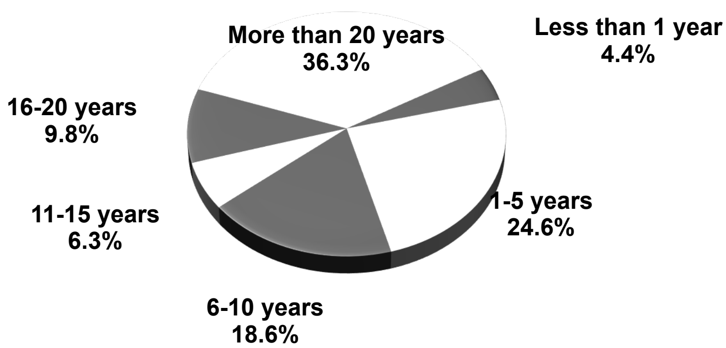
- Of respondents willing to disclose the nature of the crime, more than a quarter (27.9%) had been



victims of vandalism or criminal damage. Almost a quarter (23.3%) had had their car broken into and just over a fifth (20.9%) had been a victim of burglary.

- More than a third of respondents (36.3%) had lived in the area for more than 20 years.

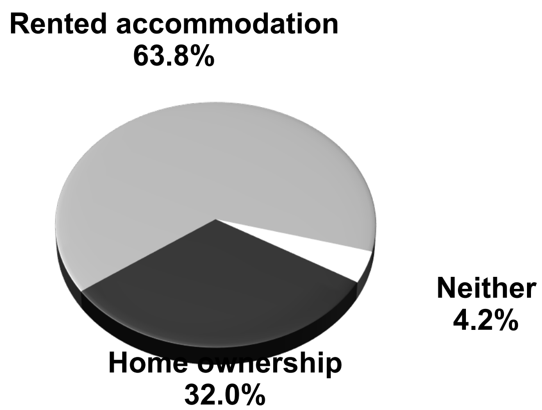
Figure 1.4: B6. How long have you live in the area? *Valid respondents 366*



Section C: Housing Issues

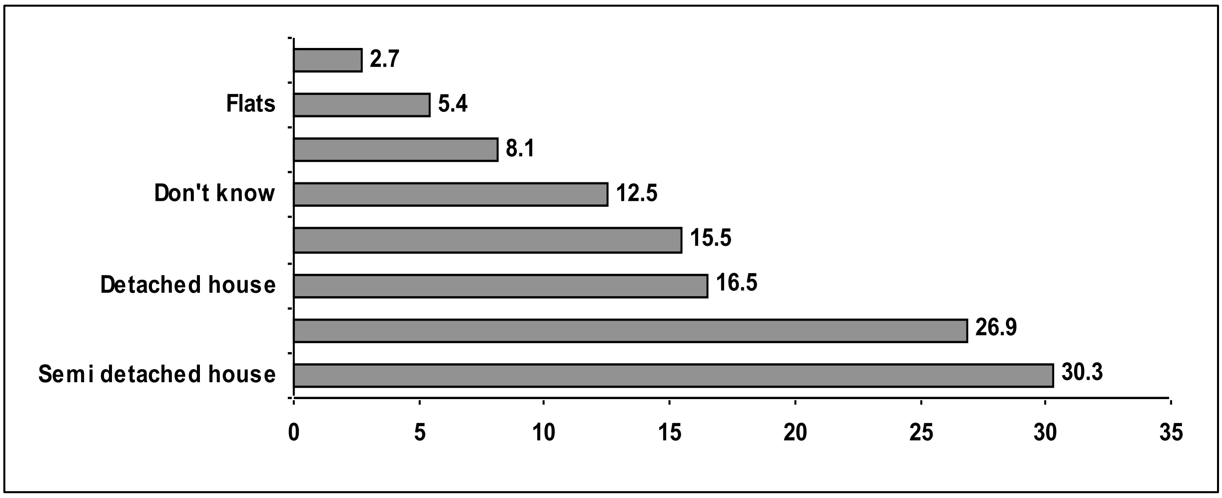
- Almost three quarters of respondents (71.2%) were satisfied or very satisfied with their current accommodation.
- Almost three quarters of respondents who were dissatisfied or very dissatisfied with their current accommodation (74.6%) stated that their dissatisfaction related to the need for repairs.
- Almost two thirds of respondents (63.8%) stated that rented accommodation would best suit their circumstances with just under a third of respondents (32.0%) stating that home ownership would best suit their circumstances.

Figure 1.5: C3. Which option would best suit your circumstances? *Valid respondents 356*



- Almost a quarter of respondents (23.5%) stated that they would be prepared to pay a mortgage or rent payment of £50 or less each month. More than one in six respondents (17.3%) stated that they were prepared to pay a mortgage or rent payment of nothing each month.
- More than half of respondents who stated that they would be prepared to pay nothing as rent or mortgage (54.5%) were respondents who stated that home ownership would best suit their circumstances. More than three quarters of respondents who stated that they would be prepared to pay £50 or less as rent or mortgage each month (77.4%) sated that rented accommodation would best suit their circumstances.
- Almost a third of respondents (30.3%) would prefer a semi detached house. More than a quarter of respondents (26.9%) would prefer a bungalow.

Figure 1.6: C5. What type of dwelling would you prefer? *Valid respondents 297*



Section D: Employment Status

- Almost a third of respondents (30.6%) were retired from paid work. More than a fifth of respondents (22.7%) were unemployed.

Figure 1.7: D1. Employment status. *Valid respondents 365*

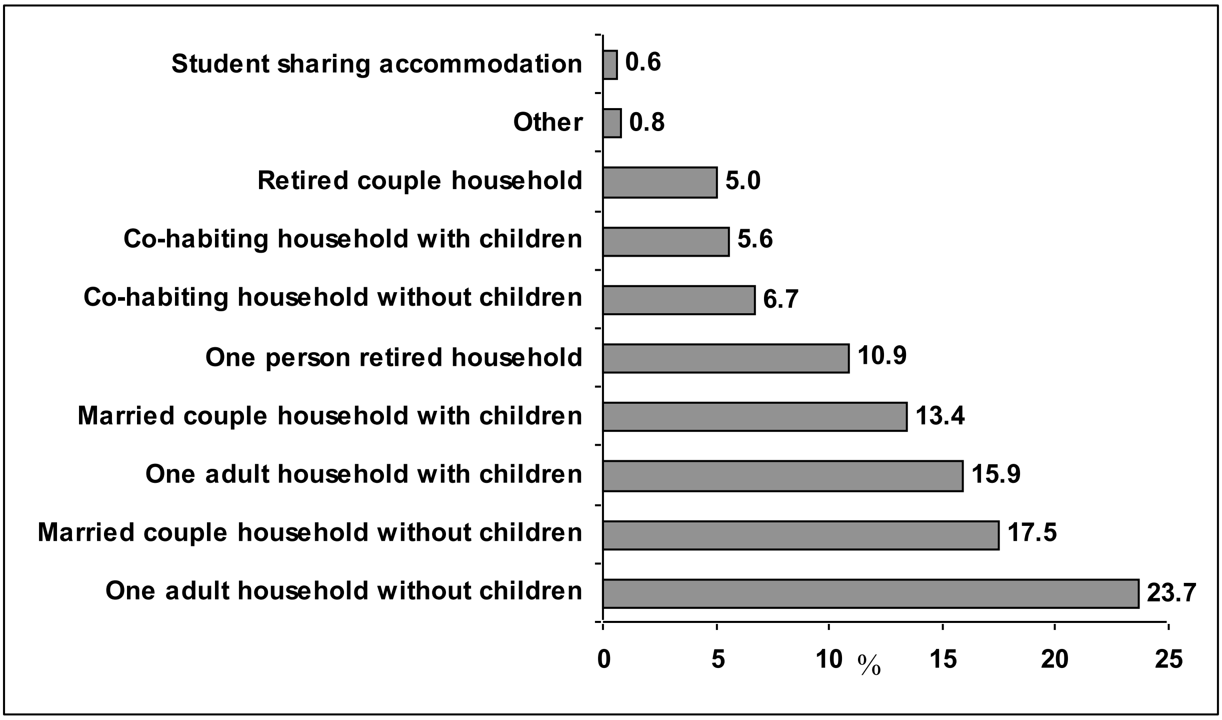
- Respondents who had indicated that they were unemployed were asked for how long they had

been unemployed. More than two fifths of respondents (41.3%) had been unemployed for 3 or more years. More than a quarter of respondents (28.0%) had been unemployed for 1-2 years.

Section E: General

- More than four fifths of respondents (81.0%) were British White in their ethnic origin. Almost one in ten respondents (9.0%) were British Black in ethnic origin.
- Almost a quarter of households (23.7%) were composed of one adult without children.

Figure 1.8: E2. Composition of household. *Valid respondents 359*



- More than a third of respondents who were willing to answer a question on household income (34.8%) received a state retirement pension. Almost a fifth of respondents (18.0%) received income support and more than one in six respondents each received earnings and incapacity benefit.
- More than two thirds of households (67.9%) live in households owning no cars.

Section F: Personal Information

- Just over three fifths of respondents (60.5%) were female.
- Almost three quarters of respondents (72.5%) live in households with access to a land line telephone.
- More than two fifths of respondents (42.4%) were aged under 40.

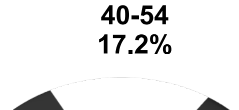


Figure 1.9: F3. What is your age? *Valid respondents 326*

- Fewer than one in 25 respondents (3.6%) were interested in a visit from a representative of the Jobs, Education and Training (JET) team.
- More than a quarter of respondents (27.8%) were interested in their contact details being taken so that they could be provided with regular information about INclude.

1 Introduction

Mott MacDonald Merseyside Information Service was commissioned to carry out a survey in association with CHROME.

The survey aimed to gather information about the opinions of tenants and owner occupiers living in the 'Welsh Streets' area if Liverpool 8 in relation to housing issues, housing aspirations, environmental issues and area improvements.

1.1 Survey methodology and sample size

A census sample of the 'Welsh Streets' area was used and consisted of 1140 households.

CHROME staff distributed covering letters in the area, which introduced the aims of the survey and details of how the data will be used.

CHROME staff performed household interviews in the area using a questionnaire. A minimum of three attempts were made to contact a member of each household. Completed questionnaires were recorded on an address file so that progress could be monitored.

1.2 The questionnaire

The questionnaire consisted of six sections:

- Environment and Community Issues
- Crime
- Housing Issues
- Employment Status
- General information about the household
- Personal Information

A copy of the questionnaire is included as appendix A.

1.3 Response rate

380 interviews were successfully completed. This gives an overall response rate of 33.3%.

1.4 Valid respondents

Throughout this report the term 'valid respondents' is used. This refers to the number of respondents who answered a particular question. This is often not the total number of overall respondents, as not all questions apply to every respondent and some respondents did not answer all questions applicable to them.

1.5 Confidence levels

The results are based on a sample as not all households in the 'Welsh Streets' area were interviewed. This means that the figures shown in the tables of this report may differ from those which would have been produced if all had responded. The following table gives a general indication of the accuracy of the results presented in the report.

Sampling errors of a simple random sample:

<u>PERCENTAGE WITH A CHARACTERISTIC</u>

Size of base	95 or 5 + or - %	90 or 10 + or - %	85 or 15 + or - %	80 or 20 + or - %	75 or 25 + or - %	70 or 30 + or - %	65 or 35 + or - %	60 or 40 + or - %	55 or 45 + or - %	50 + or - %
200	3.0	4.2	4.9	5.5	6.0	6.4	6.6	6.8	6.9	6.9
250	2.7	3.7	4.4	5.0	5.4	5.7	5.9	6.1	6.2	6.2
300	2.5	3.4	4.0	4.5	4.9	5.2	5.4	5.5	5.6	5.7
350	2.3	3.1	3.7	4.2	4.5	4.8	5.0	5.1	5.2	5.2
400	2.1	2.9	3.5	3.9	4.2	4.5	4.7	4.8	4.9	4.9
500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.2	4.4	4.4
600	1.6	2.2	2.6	3.0	3.2	3.4	3.5	3.6	3.7	3.7

For example for question B3 (on page 3-13) regarding whether respondents had been a victim of crime in the area in the last 2 years, 14.7% of the 373 respondents answered that they had.

So sampling error +/- 3.7%
So true percentage 14.7% =/- 3.7%
(i.e. between 11.0% and 18.4%)

The range in which any of the percentages really lies may be estimated from the reported percentages and the number of respondents.

2 Results: Section A: Environment and Community Issues

A1. I would like to ask you some questions about the local environment. Thinking of the following how satisfied are you with…?

The quality of your home

Almost three quarters of respondents (72.8%) were very satisfied or satisfied with the quality of their home.

Table 2.5: A1. Satisfaction with the quality of your home *Valid respondents 378*

	Frequency	Percentage
Very satisfied	37	9.8
Satisfied	238	63.0
Neither	18	4.8
Dissatisfied	58	15.3
Very dissatisfied	26	6.9
Don't know	1	0.3

The quality of housing in the area

Half of respondents (50.0%) were very satisfied or satisfied with the quality of housing in the area.

Table 2.6: A1. Satisfaction with the quality of housing in the area *Valid respondents 376*

	Frequency	Percentage
Very satisfied	12	3.2
Satisfied	176	46.8
Neither	31	8.2
Dissatisfied	109	29.0
Very dissatisfied	41	10.9
Don't know	7	1.9

The general appearance of the area

More than half of respondents (55.6%) were dissatisfied or very dissatisfied with the general appearance of the area.

Table 2.7: A1. Satisfaction with the general appearance of the area *Valid respondents 376*

	Frequency	Percentage
Very satisfied	10	2.7
Satisfied	116	30.9
Neither	35	9.3
Dissatisfied	157	41.8
Very dissatisfied	52	13.8
Don't know	6	1.6

The cleanliness of the area

More than three fifths of respondents (61.9%) were dissatisfied or very dissatisfied with the cleanliness of the area.

Table 2.8: A1. Satisfaction with the cleanliness of the area *Valid respondents 370*

	Frequency	Percentage
Very satisfied	11	3.0
Satisfied	96	25.9
Neither	31	8.4
Dissatisfied	162	43.8
Very dissatisfied	67	18.1
Don't know	3	0.8

The level of noise in the area

Almost a third of respondents (31.1%) were dissatisfied or very dissatisfied with the level of noise in the area.

Table 2.9: A1. Satisfaction with the level of noise in the area *Valid respondents 373*

	Frequency	Percentage
Very satisfied	15	4.0
Satisfied	197	52.8
Neither	45	12.1
Dissatisfied	94	25.2
Very dissatisfied	22	5.9
Don't know	-	-

The amount of traffic in the area

Almost a third of respondents (30.7%) were dissatisfied or very dissatisfied with the amount of traffic in the area.

Table 2.10: A1. Satisfaction with the amount of traffic in the area *Valid respondents 368*

	Frequency	Percentage
Very satisfied	13	3.5
Satisfied	190	51.6
Neither	49	13.3
Dissatisfied	85	23.1
Very dissatisfied	28	7.6
Don’t know	3	0.8

The adequacy of lighting in the area

Just over half of respondents (50.2%) were dissatisfied or very dissatisfied with the adequacy of lighting in the area.

Table 2.11: A1. Satisfaction with the adequacy of lighting in the area *Valid respondents 369*

	Frequency	Percentage
Very satisfied	11	3.0
Satisfied	145	39.3
Neither	26	7.0
Dissatisfied	132	35.8
Very dissatisfied	53	14.4
Don’t know	2	0.5

The parking facilities in the area

Almost a third of respondents (31.1%) were dissatisfied or very dissatisfied with the parking facilities in the area.

Table 2.12: A1. Satisfaction with the parking facilities in the area *Valid respondents 338*

	Frequency	Percentage
Very satisfied	11	3.3
Satisfied	168	49.7
Neither	44	13.0
Dissatisfied	72	21.3
Very dissatisfied	33	9.8
Don’t know	10	3.0

Facilities for young people in the area

Almost two thirds of respondents (66.2%) were dissatisfied or very dissatisfied with the facilities for young people in the area.

Table 2.13: A1. Satisfaction with facilities for young people in the area *Valid respondents 358*

	Frequency	Percentage
Very satisfied	4	1.1
Satisfied	59	16.5
Neither	29	8.1
Dissatisfied	137	38.3
Very dissatisfied	100	27.9
Don't know	29	8.1

Services for the elderly in the area

More than half of respondents (52.6%) were dissatisfied or very dissatisfied with services for the elderly in the area.

Table 2.14: A1. Satisfaction with services for the elderly in the area *Valid respondents 363*

	Frequency	Percentage
Very satisfied	7	1.9
Satisfied	84	23.1
Neither	30	8.3
Dissatisfied	125	34.4
Very dissatisfied	66	18.2
Don't know	51	14.0

The ease of access to shops and public buildings for disabled people in the area

More than a third of respondents (36.6%) were dissatisfied or very dissatisfied with the ease of access to shops and public buildings for disabled people in the area.

Table 2.15: A1. Satisfaction with the ease of access to shops and public buildings for disabled people in the area *Valid respondents 341*

	Frequency	Percentage
Very satisfied	8	2.3
Satisfied	125	36.7
Neither	30	8.8
Dissatisfied	72	21.1
Very dissatisfied	53	15.5
Don't know	53	15.5

The public transport system for the area

Almost a fifth of respondents (19.1%) were dissatisfied or very dissatisfied with the public transport system for the area.

Table 2.16: A1. Satisfaction with the public transport system for the area *Valid respondents 371*

	Frequency	Percentage
Very satisfied	22	5.9
Satisfied	244	65.8
Neither	24	6.5
Dissatisfied	48	12.9
Very dissatisfied	23	6.2
Don't know	10	2.7

The greenery and parks in the area

More than a third of respondents (37.2%) were dissatisfied or very dissatisfied with the greenery and parks in the area.

Table 2.17: A1. Satisfaction with the greenery and parks in the area *Valid respondents 376*

	Frequency	Percentage
Very satisfied	31	8.2
Satisfied	164	43.6
Neither	33	8.8
Dissatisfied	91	24.2
Very dissatisfied	49	13.0
Don't know	8	2.1

A2. How strongly do you agree with the following statements?

The neighbourhood should be improved for local residents

More than nine in ten respondents (94.7%) agreed or strongly agreed that the neighbourhood should be improved for local residents.

Table 2.18: A2. The neighbourhood should be improved for local residents *Valid respondents 375*

	Frequency	Percentage
Strongly agree	225	60.0
Agree	130	34.7
Neither	8	2.1
Disagree	4	1.1

Strongly disagree	1	0.3
Don't know	7	1.9

Unless the area is improved, I don't intend to continue living in the INclude area

Almost half of respondents (45.5%) disagreed or strongly disagreed that unless the area is improved, they don't intend to continue living in the INclude area.

Table 2.19: A2. Unless the area is improved, I don't intend to continue living in the INclude area *Valid respondents 369*

	Frequency	Percentage
Strongly agree	57	15.4
Agree	52	14.1
Neither	53	14.4
Disagree	141	38.2
Strongly disagree	27	7.3
Don't know	39	10.6

Whether or not the area is improved, I intend to continue living in the INclude area

More than half of respondents (57.8%) agreed or strongly agreed that whether or not the area is improved, they intend to continue living in the INclude area.

Table 2.20: A2. Whether or not the area is improved, I intend to continue living in the INclude area *Valid respondents 341*

	Frequency	Percentage
Strongly agree	47	13.8
Agree	150	44.0
Neither	38	11.1
Disagree	51	15.0
Strongly disagree	10	2.9
Don't know	45	13.2

Whether or not the area is improved, I don't intend to continue living in the INclude area

More than half of respondents (57.0%) disagreed or strongly disagreed that whether or not the area is improved, they don't intend to continue living in the INclude area.

Table 2.21: A2. Whether or not the area is improved, I don't intend to continue living in the INclude area *Valid respondents 314*

	Frequency	Percentage
Strongly agree	15	4.8
Agree	30	9.6
Neither	49	15.6
Disagree	146	46.5

Strongly disagree	33	10.5
Don't know	41	13.1

Respondents who agreed or strongly agreed with either of the following statements were asked question A3.

- Unless the area is improved, I don't intend to continue living in the INclude area
- Whether or not the area is improved, I don't intend to continue living in the INclude area

A3. You have said you would like to move to another address outside the INclude area. Is it because of any of the following?

More than four fifths of respondents (82.0%) would consider moving outside of the INclude area to live in a better area.

Table 2.22: A3. Reasons to consider moving to an address outside of the INclude area
Valid respondents 100

	Frequency	Percentage
To live in a better area	82	82.0
To obtain a bigger home	32	32.0
To be closer to family	23	23.0
To be closer to amenities	14	14.0
To obtain a smaller home	11	11.0
Other reasons	11	11.0
To be closer to work	8	8.0

Ten other reasons were given to want to move out of the INclude area.

Table 2.23: Other reasons for wanting to move outside of the INclude area. *Valid respondents 11*

	Frequency	Percentage
To live in better housing conditions	3	27.3
Poor quality of housing	2	18.2
Drugs in the area	2	18.2
Peace and quiet	1	9.1
Structural	1	9.1
Road safety	1	9.1
Alley gating insufficient	1	9.1
Double glazing	1	9.1
Gangs	1	9.1
Attitudes of locals	1	9.1

A4. From the following list, what needs to be improved in order to develop this area?

Almost three quarters of respondents (74.0%) thought that policing to reduce crime would help develop the area. More than seven in ten respondents (72.9%) thought that play areas for kids would help develop the area and more than half of respondents (56.0%) thought that street lighting would help develop the area.

Table 2.24: A4. What needs to be improved in order to develop this area *Valid respondents 373*

	Frequency	Percentage
Policing to reduce crime	276	74.0
Play areas for kids	272	72.9
Street lighting	209	56.0
Social facilities	174	46.6
Local shops	163	43.7
Community links	162	43.4
Health facilities	110	29.5
Public transport links	104	27.9
Schools	81	21.7
Others	17	4.6
Nothing	16	4.3

Ten other ideas were given to develop the area.

Table 2.25: Other ideas to help develop the area *Valid respondents 13*

	Frequency	Percentage
Modernise houses and make them nicer	3	23.1
Do more to keep area clean	3	23.1
Quicker letting of empty houses	1	7.7
Want to see more police	1	7.7
Listen to what residents say	1	7.7
Something for children/youths	1	7.7
Multi-cultural community centre	1	7.7
Clean streets	1	7.7
Stop giving drug addicts houses	1	7.7
Speed bumps	1	7.7

A6. Is there something else, not previously mentioned, that could be done to improve the area?

The most popular improvement would be more police on the streets, this was mentioned by almost a fifth of respondents (17.9%). One in eight respondents (12.5%) mentioned stopping rubbish dumping.

Table 2.26: A6. Anything else that could be done to improve the area ? *Valid respondents 56*

	Frequency	Percentage
More police on streets	10	17.9
Rubbish dumping should be stopped	7	12.5
Demolition	5	8.9
More regular street sweepers	4	7.1
Do something about drug problem	3	5.4
Roads fixed/repaired	3	5.4
Something for youths/youth centres	3	5.4
Build decent houses	3	5.4
Parking spaces allocated to residents	3	5.4
Children playing on back walls/fences	2	3.6
More crime prevention	2	3.6
Pavements should be improved	2	3.6
Get rid of corner shops/shops	2	3.6
Community centre	2	3.6
More money to do up houses	2	3.6
Grants to improve insulation/energy efficiency	2	3.6
Dog fouling	1	1.8
Alley gates not good	1	1.8
Block off entries	1	1.8
More security	1	1.8
Traffic calming	1	1.8
Remove garages	1	1.8
Central heating	1	1.8
Recycling/composting	1	1.8
Parks/more greenery	1	1.8
School moved to a place with less traffic	1	1.8
Outside painting	1	1.8
New houses with gardens	1	1.8
Porch doors in houses	1	1.8
More thought on placement of bad tenants	1	1.8
Improve information about improvements	1	1.8
Mix the residents	1	1.8

N.B. Respondents were able to give more than one response and so percentages sum to more than 100%.

Table 2.27: Categorised answers to Q6 *Valid respondents 56*

	Frequency	Percentage
Crime	20	35.7
Things to build/improve	20	35.7
Cleaning	12	21.4
Demolition	8	14.3
Roads/pavements	6	10.7
Other	5	7.0

N.B. Respondents were able to give more than one response and so percentages sum to more than 100%.

3 Results: Section B: Crime

B1. Thinking of this area, I would like you to tell me how much you agree or disagree with the following statements?

When it is dark I feel safe walking alone in the street

Almost three fifths of respondents (58.2%) disagree or strongly disagree that when it is dark they feel safe walking alone in the street.

Table 3.28: B1. When it is dark I feel safe walking alone in the street *Valid respondents 364*

	Frequency	Percentage
Strongly agree	19	5.2
Agree	111	30.5
Neither	22	6.0
Disagree	107	29.4
Strongly disagree	105	28.8

I feel safe when I walk alone in the street during daylight

Almost seven in ten respondents (69.5%) agreed or strongly agreed that they felt safe when they walk alone in the street during daylight.

Table 3.29: B1. I feel safe when I walk alone in the street during daylight *Valid respondents 371*

	Frequency	Percentage
Strongly agree	32	8.6
Agree	226	60.9
Neither	21	5.7
Disagree	47	12.7
Strongly disagree	45	12.1

I feel safe when I am alone at home during daylight

More than three quarters of respondents (79.2%) agreed or strongly agreed that they felt safe when alone at home during daylight.

Table 3.30: B1. I feel safe when I am alone at home during daylight *Valid respondents 374*

	Frequency	Percentage
Strongly agree	44	11.8
Agree	252	67.4
Neither	14	3.7
Disagree	28	7.5
Strongly disagree	36	9.6

I feel safe when I am alone at home when it is dark

More than three fifths of respondents (63.8%) agreed or strongly agreed that they felt safe when alone at home when it is dark.

Table 3.31: B1. I feel safe when I am alone at home when it is dark *Valid respondents 376*

	Frequency	Percentage
Strongly agree	31	8.2
Agree	209	55.6
Neither	28	7.4
Disagree	57	15.2
Strongly disagree	51	13.6

It is safe to leave the car in the street when it is dark

More than half of respondents (50.4%) disagreed or strongly disagreed that it was safe to leave the car in the street when it is dark.

Table 3.32: B1. It is safe to leave the car in the street when it is dark *Valid respondents 272*

	Frequency	Percentage
Strongly agree	14	5.1
Agree	96	35.3
Neither	25	9.2
Disagree	68	25.0
Strongly disagree	69	25.4

B2. During the last 12 months do you think the following have increased or decreased?

Muggings in the area

Almost a third of respondents (29.3%) thought that muggings in the area had increased or greatly increased during the last 12 months.

Table 3.33: B2. Muggings in the area *Valid respondents 375*

	Frequency	Percentage
Greatly increased	42	11.2
Increased	68	18.1
Stayed the same	107	28.5
Decreased	42	11.2
Greatly decreased	4	1.1
Don't know	112	29.9

The rate of house breaking in the area

Almost a third of respondents (31.9%) thought that the rate of house breaking in the area had increased or greatly increased during the last 12 months.

Table 3.34: B2. The rate of house breaking in the area *Valid respondents 373*

	Frequency	Percentage
Greatly increased	39	10.5
Increased	80	21.4
Stayed the same	103	27.6
Decreased	44	11.8
Greatly decreased	4	1.1
Don't know	103	27.6

Car jacking in the area

Just over a third of respondents (33.5%) thought that the rate of car jacking in the area had increased or greatly increased in the last 12 months.

Table 3.35: B2. Car jacking in the area *Valid respondents 370*

	Frequency	Percentage
Greatly increased	48	13.0
Increased	76	20.5
Stayed the same	110	29.7
Decreased	23	6.2
Greatly decreased	3	0.8
Don't know	110	29.7

Gangs of youths hanging about in the area

More than half of respondents (55.8%) thought that the gangs of youths hanging about in the area had increased or greatly increased in the last 12 months.

Table 3.36: B2. Gangs of youths hanging about in the area *Valid respondents 373*

	Frequency	Percentage
Greatly increased	94	25.2
Increased	114	30.6
Stayed the same	99	26.5
Decreased	22	5.9
Greatly decreased	4	1.1
Don't know	40	10.7

B3. During the last 2 years have you been a victim of crime in this area?

More than one in seven respondents (14.7%) had been a victim of crime in the area during the last 2 years.

Table 3.37: B3. Have you been a victim of crime in this area during the last 2 years?
Valid respondents 373

	Frequency	Percentage
Yes	55	14.7
No	318	85.3

B4. If yes, would you be willing to tell me the nature of the crime?

More than four fifths of respondents (82.7%) who had been a victim of crime in the area in the last 2 years were willing to explain the nature of the crime.

Table 3.38: B4. Would you be willing to tell me the nature of the crime? *Valid respondents 52*

	Frequency	Percentage
Yes	43	82.7
No	9	17.3

B5. What sort of crime was it?

More than a quarter of respondents (27.9%) who had been a victim of crime in the area in the last 2 years and who were willing to disclose the nature of the crime had been victims of vandalism or criminal damage.

Table 3.39: B5. What sort of crime was it *Valid respondents 43*

	Frequency	Percentage
Vandalism/criminal damage	12	27.9
Car broken into	10	23.3
Burglary	9	20.9
Mugged in the street	8	18.6
Assault	5	11.6
Theft	5	11.6
Attempted break in	5	11.6
Harassment	4	9.3
Other	2	4.7

The two other types of crime mentioned were anti social behaviour and a phone stolen out of a handbag.

B6. How long have you lived in this area?

More than a third of respondents (36.3%) had lived in the area for more than 20 years.

Table 3.40: B6. How long have you lived in this area? *Valid respondents 366*

	Frequency	Percentage
Less than 1 year	16	4.4
1-5 years	90	24.6
6-10 years	68	18.6
11-15 years	23	6.3
16-20 years	36	9.8
More than 20 years	133	36.3

4 Results: Section C: Housing Issues

C1. How satisfied or dissatisfied are you with your current accommodation?

Almost three quarters of respondents (71.2%) were satisfied or very satisfied with their current accommodation.

Table 4.41: C1. How satisfied are you with your current accommodation? *Valid respondents 375*

	Frequency	Percentage
Very satisfied	39	10.4
Satisfied	228	60.8
Neither	28	7.5
Dissatisfied	61	16.3
Very dissatisfied	19	5.1

Respondents who were dissatisfied or very dissatisfied where asked question C2.

C2. What is your dissatisfaction related to?

Almost three quarters of respondents stated that their dissatisfaction was related to the need for repairs.

Table 4.42: C2. What is your dissatisfaction related to? *Valid respondents 59*

	Frequency	Percentage
The need for repairs	44	74.6
The area	27	45.8
The facilities in the area	12	20.3
Others	9	15.3

N.B. Respondents were able to give more than one response and so percentages sum to more than 100%.

Table 4.43: Other reasons for dissatisfaction *Valid respondents 9*

	Frequency	Percentage
Damp	3	33.3
Smaller home	2	22.2
Specific room is too small	2	22.2
Windows need replacing	1	11.1
Central heating brought up to date	1	11.1
Kitchen needs modernising	1	11.1
Cold	1	11.1
Stairs are a problem	1	11.1
Everything	1	11.1
Rotten window frames	1	11.1
The house	1	11.1
No drive for car	1	11.1
Condensation	1	11.1

Stairs too steep	1	11.1
Noisy neighbours	1	11.1

N.B. Respondents were able to give more than one response and so percentages sum to more than 100%.

C3. If home ownership and rented accommodation are identified as two key options for the area, which of the two options would best suit your circumstances?

Almost two thirds of respondents (63.8%) stated that rented accommodation would best suit their circumstances with just under a third of respondents (32.0%) stating that homeownership would best suit their circumstances.

Table 4.44: C3. Which option would best suit your circumstances? *Valid respondents 356*

	Frequency	Percentage
Home ownership	114	32.0
Rented accommodation	227	63.8
Neither	15	4.2

C4. What amount of mortgage or rent payment would you be prepared to pay each month?

Almost a quarter of respondents (23.5%) stated that they would be prepared to pay a mortgage or rent payment of £50 or less each month.

Table 4.45: C4. Amount of mortgage/rent prepared to pay each month *Valid respondents 277*

	Frequency	Percentage
Nothing	48	17.3
£50 or less	65	23.5
£51-£100	43	15.5
£101-£150	20	7.2
£151-£200	17	6.1
£201-£250	17	6.1
£251-£300	3	1.1
£301-£350	-	-
£351-£400	1	0.4
More than £400	1	0.4
Don't know	62	22.4

The following crosstabluation shows that more than half of respondents who stated that they would be prepared to pay nothing as rent or mortgage (54.5%) were respondents who stated that home ownership would best suit their circumstances. More than three quarters of respondents who stated that they would be prepared to pay £50 or less as rent or mortgage each month (77.4%) sated that rented accommodation would best suit their circumstances.

Table 4.46: C3 C4 Crosstabulation *Valid respondents 261*

	Home ownership		Rented accommodation		Neither		Total	
	No.	Row %	No.	Row %	No.	Row %	No.	Row %
Nothing	24	54.5	16	36.4	4	9.1	44	100.0
£50 or less	13	21.0	48	77.4	1	1.6	62	100.0
£51-£100	13	31.7	28	68.3	-	-	41	100.0
£101-£150	6	33.3	11	61.1	1	5.6	18	100.0
£151-£200	5	31.3	11	68.8	-	-	16	100.0
£201-£250	6	37.5	10	62.5	-	-	16	100.0
£251-£300	1	33.3	2	66.7	-	-	3	100.0
£301-£350	-	-	-	-	-	-	-	-
£351-£400	-	-	1	100.0	-	-	1	100.0
More than £400	1	100.0	-	-	-	-	1	100.0
Don’t know	16	27.1	36	61.0	7	11.9	59	100.0

C5. What type of dwelling would you prefer?

Almost a third of respondents (30.3%) would prefer a semi detached house. More than a quarter of respondents (26.9%) would prefer a bungalow.

Table 4.47: C5. What type of dwelling would you prefer? *Valid respondents 297*

	Frequency	Percentage
Semi detached house	90	30.3
Bungalow	80	26.9
Detached house	49	16.5
Mid terrace house	46	15.5
Don’t know	37	12.5
End terrace house	24	8.1
Flats	16	5.4
Other	8	2.7

Five respondents gave another type of dwelling that they would prefer, these were; sheltered accommodation, my own house in ‘Dovey Street’, ‘to stay here’, ‘bigger garden’ and ‘anything not a flat’.

C6. What would you like to see done with the following?

Existing vacant sites

The most popular individual answer was to build or rebuild on the sites, this was stated by almost a fifth of respondents (19.8%). The most popular category of answer was ideas for new housing, into which more than two fifths of responses (43.6%) were categorised.

Table 4.48: C6. What would you like to see done with the existing vacant sites?
Valid respondents 202

	Frequency	Percentage
To be built upon/rebuilt	40	19.8
Build decent/new houses	21	10.4
Make things for kids/places to play	21	10.4
Put in use/make liveable/move people in	14	6.9
Parks/green areas	14	6.9
Shops/supermarket/mini market	11	5.4
Modernised/fixed/done up/refurbished etc/	11	5.4
Knock down/demolish	8	4.0
Places for young people/youth clubs	8	4.0
Anything	8	4.0
Build bungalows	6	3.0
Cleaned up	6	3.0
Landscaping	5	2.5
Don’t refurbish	3	1.5
Build something useful	3	1.5
Re-let quickly	3	1.5
Fenced off	2	1.0
More appealing sites	2	1.0
Outside facilities/community garden	2	1.0
Made into something nice	2	1.0
To much rubbish/kept clean and tidy	2	1.0
Tarmac it	1	0.5
Sheltered accommodation	1	0.5
Put back to original state	1	0.5
Go to the homeless	1	0.5
Semi detached houses	1	0.5
Build houses with gardens	1	0.5
Grassed over for more greenery	1	0.5
Left open	1	0.5
Skips/bins	1	0.5
Security	1	0.5

Table 4.49: Categorised answers for C6A. *Valid respondents 202*

	Frequency	Percentage
Ideas for new housing	88	43.6
Ideas for new things (not housing)	77	38.1
Improvements	23	11.4
Destroyed/not used	14	6.9

Derelict houses

The most popular individual answer was to modernise/fixed/done up/refurbish the derelict houses, this was stated by more than a third of respondents (34.0%). The most popular category of answer was improvements, into which just over two fifths of responses (40.1%) were categorised.

Table 4.50: C6. What would you like to see done with the derelict houses? *Valid respondents 197*

	Frequency	Percentage
Modernised/fixed/done up/refurbished	67	34.0
Knock down/demolish	59	29.9
To be built upon/rebuilt	19	9.6
Put in use/make liveable/move people in	13	6.6
Build decent/new houses	10	5.1
Put back to original state	5	2.5
Re-let quickly	3	1.5
Knock through to make bigger houses	2	1.0
Parks/green areas	2	1.0
Anything	2	1.0
To much rubbish/kept clean and tidy	2	1.0
Put on market	2	1.0
Grants given to do them up	2	1.0
Cleaned up	2	1.0
Don’t refurbish	1	0.5
Boarded up	1	0.5
Fenced off	1	0.5
Go to the homeless	1	0.5
Build houses with gardens	1	0.5
Community centre	1	0.5
Security	1	0.5

Table 4.51: Categorised answers to C6B. *Valid respondents 197*

	Frequency	Percentage
Improvements	79	40.1

Destroyed/not used	62	31.5
Ideas for new housing	51	25.9
Ideas for new things (not housing)	5	2.5

5 Results: Section D: Employment Status

D1. Which of the following describes your situation?

Almost a third of respondents (30.6%) were retired from paid work. More than a fifth of respondents (22.7%) were unemployed.

Table 5.52: D1. Employment status *Valid respondents 365*

	Frequency	Percentage
Retired from paid work	112	30.6
Unemployed	83	22.7
Employed full time	55	15.1
Not in work	33	9.0
Full time house wife/husband	29	7.9
In receipt of state benefits	25	6.8
Employed part time	24	6.6
Self employed	11	3.0
Full time student	7	1.9
On a training scheme	2	0.5

Respondents who had indicated that they were unemployed were asked D2.

D2. How long have you been unemployed?

More than two fifths of respondents who were unemployed (41.3%) had been unemployed for 3 or more years. More than a quarter of respondents who were unemployed (28.0%) had been unemployed for 1-2 years.

Table 5.53: D2. How long have you been unemployed? *Valid respondents 75*

	Frequency	Percentage
Less than 3 months	3	4.0
3-6 months	10	13.3
7-12 months	10	13.3
1-2 years	21	28.0
3 or more years	31	41.3

D3. What is or was your occupation?

More than a quarter of respondents (29.4%) **were, or have been**, employed in elementary occupations. Almost a fifth of respondents (19.1%) **were, or have been**, employed in skilled trade occupations.

Table 5.54: D3. Occupation *Valid respondents 204*

	Frequency	Percentage
Elementary occupations	60	29.4
Skilled trades occupations	39	19.1
Personal service occupations	24	11.8
Process, plant and machine operatives	22	10.8
Managers and senior officials	16	7.8
Sales and customer service occupations	15	7.4
Administrative and secretarial occupations	11	5.4
Associate professional and technical occupations	9	4.4
Professional occupations	8	3.9

Elementary occupations - This covers occupations which require the knowledge and experience necessary to perform mostly routine tasks, often involving the use of simple hand-held tools and, in some cases, requiring a degree of physical effort.

Personal service occupations - This covers occupations whose tasks involve the provision of a service to customers, whether in a public protective or personal care capacity.

6 Results: Section E: General

E1. Please indicate your ethnic origin and that of the members of your household

More than four fifths of respondents (81.0%) were British White in ethnic origin.

Table 6.55: E1. Respondent's ethnic origin *Valid respondents 368*

	Frequency	Percentage
British White	298	81.0
British Black	33	9.0
Mixed race	10	2.7
Other	7	1.9
Black African	6	1.6
Yemeni	4	1.1
Irish	3	0.8
Pakistani	3	0.8
Black Caribbean	2	0.5
Bangladeshi	2	0.5

Four respondents gave other ethnic origins, these were European White, Anglo Asian, Filipino, Asian.

Table 6.56: E1. Ethnic origin of other members of the household *Valid respondents 176*

	Frequency	Percentage
British White	135	76.7
British Black	20	11.4
Mixed race	17	9.7
Black African	5	2.8
Yemeni	3	1.7
Bangladeshi	3	1.7
Pakistani	3	1.7
Other	3	1.7
Chinese	2	1.1
Black Caribbean	1	0.6
Somali	1	0.6

The three other ethnic origins stated were Anglo Asian, Filipino and Albanian.

E2. How best describes the composition of your household?

Almost a quarter of households (23.7%) were composed of one adult without children.

Table 6.57: E2. Composition of household *Valid respondents 359*

	Frequency	Percentage
One adult household without children	85	23.7
Married couple household without children	63	17.5
One adult household with children	57	15.9
Married couple household with children	48	13.4
One person retired/pensioner household	39	10.9
Co-habiting household without children	24	6.7
Co-habiting household with children	20	5.6
Retired/pensioner couple household	18	5.0
Other	3	0.8
Student sharing accommodation	2	0.6

Two respondents gave the other composition of household being ‘retired person with adult son’ and ‘foster children’.

Respondents who indicated that there were children living in their household were asked E2A.

E2A. How many children live in the household?

Aged under 17

Table 6.58: E2A. Number of children aged under 17 *Valid respondents 114*

	Frequency	Percentage
0	19	16.7
1	57	50.0
2	27	23.7
3	7	6.1
4	3	2.6
11	1	0.9

Aged 17 and over

Table 6.59: E2A. Number of children aged 17 and over *Valid respondents 114*

	Frequency	Percentage
0	75	65.5
1	24	21.2
2	13	11.5
3	1	0.9
4	1	0.9

E3. Would you be prepared to answer a question about the household income?

Just over a quarter of respondents (25.2%) were prepared to answer a question about household income.

Table 6.60: E3. Would you be prepared to answer a question about household income? *Valid respondents 361*

	Frequency	Percentage
Yes	91	25.2
No	270	74.8

E4. Do you or any members of your household receive income from any of the following sources?

More than a third of respondents who were willing to answer a question about household income (34.8%) received a state retirement pension.

Table 6.61: E3. Income sources of respondents *Valid respondents 89*

	Frequency	Percentage
State retirement pension	31	34.8
Income support	16	18.0
Earnings	15	16.9
Incapacity benefit	15	16.9
Works pension	14	15.7
Sickness benefit	10	11.2
Severe disablement allowance	7	7.9
Unemployment benefit	6	6.7
Child benefit	6	6.7
Other	5	5.6
Working family tax credit	2	2.2
Student loan	1	1.1
None	1	1.1

Table 6.62: E3. Income sources of other members of household *Valid respondents 33*

	Frequency	Percentage
State retirement pension	13	39.4
Earnings	11	33.3
Works pension	4	12.1
Income support	4	12.1
Child benefit	3	9.1
Other	2	6.1
Incapacity benefit	1	3.0
Working family tax credit	1	3.0

Student loan	1	3.0

Other types of income mentioned by respondents were disability living allowance and mobility allowance.

E5. How many cars does your household own?

More than two thirds of respondents (67.9%) live in households owning no cars.

Table 6.63: E5. How many cars does your household own? *Valid respondents 290*

	Frequency	Percentage
0	197	67.9
1	84	29.0
2	8	2.8
3	1	0.3

7 Results: Section F: Personal Information

F1. Are you male or female?

Just over three fifths of respondents (60.5%) were female.

Table 7.64: F1. Gender *Valid respondents 377*

	Frequency	Percentage
Male	149	39.5
Female	228	60.5

F2. Does your household have a land line telephone (not a mobile phone)?

Almost three quarters of respondents (72.5%) live in households with access to a land line telephone.

Table 7.65: F2. Does household have a land line telephone? *Valid respondents 371*

	Frequency	Percentage
Yes	269	72.5
No	102	27.5

F3. What is your age?

More than two fifths of respondents (42.4%) were aged under 40.

Table 7.66: F3. Age group *Valid respondents 326*

	Frequency	Percentage
16-24	41	12.6
25-39	97	29.8
40-54	56	17.2
55-69	74	22.7
70-84	57	17.5
85+	1	0.3

F4. Would you be interested in a visit from a representative from the Jobs, Education and Training (JET) team?

Fewer than one in 25 respondents (3.6%) were interested in a visit from a representative from the JET team.

Table 7.67: F4. Interested in visit from representative of JET team *Valid respondents 363*

	Frequency	Percentage
Yes	13	3.6
No	350	96.4

F5. We would be interested to hold your name and contact address on our system to help us provide you with regular information about INclude. Your contact details will not be passed to any other organisation or agency without your permission, neither will they be linked to responses in this questionnaire. Could I take your name and contact details?

More than a quarter of respondents (27.8%) were interested in their contact details being taken so that they could be provided with regular information about INclude.

Table 7.68: F5. Could INclude take your name and contact details? *Valid respondents 317*

	Frequency	Percentage
Yes	88	27.8
No	229	72.2

Appendix A: The Questionnaire